

**Questions and Answers Regarding RFP # 2010-006
VIRTUAL WORKONE**

Date	Number	Question	Response
6/7/10	1	Do you have an existing Microsoft Volume License Agreement?	We do not currently have a volume license agreement, but should the need exist for a particular solution our information technology vendor is a Microsoft partner and we can coordinate obtaining one.
6/7/10	2	What are the estimated number of users – total- concurrent for the following types of users? IPIC (those responsible for authorizing content) Business Users, Candidates.	<p>Since this is a new initiative, any projections that we would have would be very inexact. In addition, with a phased implementation, we would expect it to change over time as new features and services are brought on-line. As such, we would propose that the bidders present their bid with cost break points related to volumes.</p> <p>The one piece of data related to this question that we are prepared to provide is the number of concurrent IPIC users who would be responsible for authorizing content. This number could range from 1- 5 concurrent users. This number could be minimized if it is a significant cost difference to have multiple concurrent content authorizing users.</p>
6/7/10	3	What is driving the “Marion County”only requirement? Many techniques for this are not fool proof.	Funding is allocated to areas based on regions and Marion County is one of those regions. As such we will want to prioritize more intensive types of services to those within Marion County.
6/7/10	4	For “access to/integration of online employment systems” are there specific systems you had in mind that are mandatory requirements.	The only mandatory system would be Indiana Career Connect, but we would want access to a variety of the major labor exchange systems and to specialized systems that might be customized to growth industries for Marion County.
6/7/10	5	For “Customizable labor market information, occupational reports, etc. Is this content you have or will create and what format is this content in?	The customizable labor market information is yet to be determined. As part of this RFP process the bidder may propose different sources of labor market information and different tools for customizing it for both employers and job seekers.
6/7/10	6	For “integration of free & paid services” (starting page 4, last bullet, extending to next page) are these tools you have or will acquire or do these need to be built as part of the project? (Salary & Benefit calculator, resume builder, etc) Bullet 4 (Marketing Components) what type of marketing support are you seeking from the solution provider.	<p>INTEGRATION.... These tools do not currently exist within IPIC. IPIC would be interested in incorporating both existing tools or having tools built if they do not exist.</p> <p>MARKETING.... Using the Virtual WorkOne system to market the Marion County WorkOne system, both the physical and virtual aspects of that system.</p>

6/7/10	7	Is there a similar site that IPIC has seen that they are seeking to model the Virtual WorkOne after? Perhaps it is a combination of features that have been seen in other sources?	There is not a similar site from which IPIC has modeled its vision. We have pulled features from a variety of sites and some features are simply things that seem appropriate for an on-line replication of our WorkOne offices.
6/7/10	8	On page 10 under budget (Attachments B) you reference Attachments B1, B2 and B3, however we do not see attachment B3. Was this a mistake or is the attachment available under separate cover?	There are only two attachments – B1 and B2. The reference to B3 is an error.
6/7/10	9	Also, on page 10 under Attachments, you are requesting an Organization Audit Report. Please clarify what you are asking for here.	The most recently audited financial statement.
6/8/10	10	Do they have a provider existing that we need to tie into? Who do they currently use for processing these transactions?	IPIC is assuming that provider refers to an information services technology provider. Based on that assumption, IPIC has an IT vendor to manage our network servers and we have them available to assist as appropriate if the solution is to be housed on our servers.
6/8/10	11	Do they have a provider in mind PayPal (credit provider), Transfirst, Verisign?	IPIC does not have such a provider in mind at this time.
6/8/10	12	What cards do they wish to support (Visa, Mastercard, American Express, Discover, etc)? Will they want to support e-check? PayPal support? Google Checkout support? The latter two have higher transaction costs but are easier for users that have these accounts already unless...	IPIC is looking for the vendor to recommend the types of payment processes (credit/debit cards, e-check, PayPal, etc.) that IPIC should support in this type of system.
6/8/10	13	Do they wish to support some sort of bill later model or just pre-paid accesses?	At this time we are not interested in a “bill later model.” However, if the bidder believes the “bill later” approach has merits, IPIC would consider a justified bidder recommendation to that effect.
6/8/10	14	Would they like to have the ability to use multiple providers?	IPIC is looking for the vendor to make a recommendation.
6/8/10	15	Do they need to have a “shopping cart”/multiple transaction support?	At this time we do not believe this is necessary. Specific bidder proposals could alter our opinion.
6/8/10	16	Will they have coupon cards (discounts/free-passes/trials)?	That is a possibility for specific groups. Again, we would like the bidder to suggest what they believe to be the best or most viable option(s).
6/9/10	17	On page 10/13, second bullet in first box. “Describe the responsiveness of the VW1-how will the bidder ensure fast response times.” Are you referring to the response time of the website (system) or the response time of the vendor to react to inquiries?	Website response times and website “up time”.
6/9/10	18	Are more specific requirements for the Virtual WorkOne available to vendors or is it the intention of IPIC that the project scope of design activities includes a complete requirements definition of Virtual WorkOne functionality?	More specific requirements for the Virtual WorkOne do not exist. We will be looking for the project scope and design activities to include requirements definition.

6/9/10	19	Is the list of Services outlined in "Subsection A" for each of the functional components of Virtual WorkOne a complete requirements list or does IPIC anticipate that additional services will be discovered upon project inception?	The list of services outlined in 'Subsection A' is a broad overview of the services provided through our physical WorkOne offices. Since we are attempting to replicate many of the services and products available in the physical WorkOne, 'Subsection A' provides prospective bidders IPIC's overall vision for the Virtual WorkOne.
6/9/10	20	Is there specific software applications and/or technology that IPIC expects to remain subsequent to the implementation of the Virtual WorkOne solution? For each remaining application/technology should the vendor assume that tight integration is required?	The application software currently used for our websites may be considered for the Virtual WorkOne application, but the bidder should not limit themselves to our current tools. We are looking for the Virtual WorkOne to provide a new organizational standard related to website applications. We are not sure what is being asked in the second part of question 20, but generally speaking, we would expect that tight integration of all parts of the system should exist.
6/9/10	21	Of the services listed in Subsection B; can IPIC categorize services as follows: a. Public b. Free to Marion County Residents c. Premium/Fee-based to Marion County Residents d. Free to Marion County Companies e. Premium/fee-based to Marion County Companies	Yes.
6/9/10	22	Has a specific reporting framework been identified as a technical requirement for providing reports for key usage metrics?	No.
6/9/10	23	Do you anticipate that the targeted hosting environment be used to host application and database components in addition to the Virtual WorkOne architecture?	IPIC envisions the hosting entity to a) be non-IPIC and b) to host the entire application, database and architecture.
6/9/10	24	Are the estimates for # users and # concurrent users available based on previously defined usage level estimates?	See question #2
6/9/10	25	Given the relatively short timeframe between the proposed contract start date and initial rollout, is it IPIC's expectation that a COTS solution is preferred in order to expedite the delivery timeframes?	IPIC is assuming that the term COTS means Commercial, Off the Shelf Software. IPIC has no preference as to the approach taken. "COTS" solutions are acceptable if they meet our needs.
6/9/10	26	Does the physical WorkOne environment currently utilize any social media services as a component of day-to-day operations?	Only at a minimal level.
6/9/10	27	Are there specific technical requirements for the application, web, and database environment that can be used to deliver the components outlined in the project scope?	Technical requirements for application, web and database environments are not available at this time. We are looking for bidders to recommend such standards.